METROACCESS Metro Access®

MONTHLY OPERATIONS REPORT

Fiscal Year 2024

The performance data shown below is based on "reconciled" trip data for the periods indicated.

Performance Indicator	FY24 Target	Jul-23	Aug-23
Total Requests	•	150,854	166,120
Trips Scheduled	•	114,704	124,748
Passengers	•	115,411	126,747
Average Weekday Ridership	•	4,608	4,781
Trips Completed	•	97,215	106,985
On-Time Pick-up Performance	>=93.00%	91.86%	92.38%
Late Stops	•	8,277	8,543
On-Time Stops	•	93,395	103,533
Excessively Late (> 20 min. past pick-up window	•	2,062	1,911
Excessively Late - as a percentage of trips delivered	<=0.75%	2.12%	1.79%
Missed Trips	•	932	925
Missed Trips - as a percentage of trips delivered	<=0.75%	0.96%	0.86%
Customer No-Shows	•	1,714	1,996
No-Shows - as a percentage of trips scheduled	•	1.49%	1.60%
Customer Late Cancellations	•	5,257	5,523
Late Cancellations - as a percentage of trips scheduled	•	4.58%	4.43%
Calls Handled	•	138,836	146,836
Telephone Response Time - Reservations	>=95.00%	93.71%	86.33%
Telephone Response Time - Where's My Ride	>=95.00%	86.89%	88.93%
Complaints	•	487	541
Complaints per 1,000 trips requested	<=5.00	3.23	3.26

[a] *Note: FY23 pickup window began 15 minutes before scheduled arrival time and ended 15 minutes after scheduled arrival time. FY24 pickup window begins at scheduled arrival time and ends 30 minutes after scheduled arrival time. This affects On-Time Pick-Ups, Excessively Late Trips, and Missed Trips